

Helpful Hints When Using Your Medicare Prescription Drug Plan at the Pharmacy

(If you need assistance understanding this notice ask a family member or friend)

If you have Prescription Advantage and Medicare

You should bring:

- ☐ Your Medicare Part D plan card or Welcome Letter from your plan
- ☐ Your New Prescription Advantage card
- ☐ Your Medicare card
- ☐ Your Photo ID

You should know that:

- If you do not know the Medicare Part D plan in which you are enrolled, call Prescription Advantage at 1-800-AGE INFO (1-800-243-4636) to get information on your assigned plan.
 - Prescription Advantage will give you your plan name and phone number.
 - You should call your assigned plan and ask for BIN# and member #.
 - You should give this information to your pharmacist.
- If this does not work:
 - Have the pharmacist call the Prescription Advantage dedicated line for pharmacists. The pharmacist should have this phone number available; if not, they can call 1-800-AGE-INFO.
 - The pharmacist can bill Prescription Advantage as your primary payer for this transaction. This is only a **temporary** measure to make sure you leave the pharmacy with the medications that you need.
 - You should continue to work with your Medicare Part D Plan to understand your coverage and how Prescription Advantage will wrap around those benefits.
- If your medication is not covered by your plan, it is important to note that every Medicare Part D plan has a transitional process for drugs not covered by the plan. The pharmacist should be aware of the transitional process and should call your plan for more information.

NOTE: If you submitted your application for a Medicare Prescription Drug plan in mid- to late-December, or changed the plan to which you were assigned, you may not be enrolled in that plan yet. All Medicare Prescription Drug plans are working to get everyone enrolled. Call your Plan's customer service line to help facilitate your enrollment; and, ask for your enrollment confirmation number available.

If you need assistance with plan selection and enrollment call the SHINE Program at 1-800-AGE-INFO (1-800-243-4636) or MassMedLine at 1-866-633-1617.

